

Contracting for Information Technology Services

MFRAC Meeting
March 28, 2023

Follow up from Last MFRAC Presentation

- At the last MFRAC presentation, we discussed the Parking RFP and the hiring of an individual to serve in the role of Deputy Director of Inspectors
- The Parking RFP has been released and can be found at:
<https://www.chestercity.com/notices/>
- The Deputy Director of Inspectors has been hired and her first day on the job was March 26, 2023

Purpose of this MFRAC Presentation

- At last weeks' Council meeting (March 22, 2023), City Council did not move forward on the approval of a contract for Information Technology ("IT") Services
- The Receiver is bringing this matter to the MFRAC committee for discussion in the event that further action needs to be taken

City Need for Third-Party IT Services

- The City does not have its own IT department and must rely on a third-party to manage its system
- The last contract the City had with its current vendor expired several years ago
- City needs significant investment in its IT infrastructure and systems:
 - i.e. The ability to back-up the email server
 - The City cannot obtain cyber insurance coverage until it upgrades its system

City Need for Third-Party IT Services

Areas of Need

- Desktop Applications Support
- Server Administration Services
- Network Administration Services
- Security Maintenance
- Telephone System Management
- End User Training
- Information Technology Strategic Planning
- Help Desk Support
- Records Preservation
- Computer Inventory and Disposal
- IT/IS Analysis of Current State
- 5-Year Maintenance and Replacement Plan for Hardware & Security

Contracting for IT Services

- In order to contract for IT services, the City either needs to go through an RFP process or can select vendors from the Commonwealth of Pennsylvania COSTARS program
- COSTARS is a cooperative purchasing program where vendors are qualified by the Commonwealth's Department of General Services and cities like Chester can obtain services without needing to go through a full-blown RFP process
 - This is a program that is often used by Pennsylvania municipalities and the City of Chester is a registered member
 - Using COSTARS saves time and money

Timeline

- December 2022: Chief of Staff Lightner contacts COSTARS-approved IT vendors to solicit interest in providing IT services to the City
 - Note that current IT vendor is not registered with COSTARS
- December 2022 - February 2023: City receives proposals for IT services. City invites current IT provider to submit a proposal as well
- February 2023: Scoring committee established with following members:
 - Councilman Morgan
 - Councilman Roots
 - Kyle Battinieri (police department)
 - Gregg Schaffer (Receiver's Team)
 - Chris Smith, AVP for IT Services (Widener University)

Timeline (continued)

- February 24, 2023: Chief of Staff Lightner emails scoring committee a welcome and an invitation to pre-scoring meeting for February 27, 2023
- February 27, 2023: Pre-scoring meeting held
- March 1, 2023: Scoring meeting took place at 2pm via Zoom and ended at 4pm. A vendor, different than the current vendor, received the highest score.
- March 10, 2023: Chief of Staff Lightner requested that City Council add the awarding of the IT contract to the company with the highest score to its agenda

Timeline (continued)

- March 20, 2023 IT contract was on City Council deliberative agenda
- March 22, 2023: City Council tabled the IT resolution

Where Situation Stands Now

- City has an expired IT contract with its current vendor
- City's IT needs are serious and need to be addressed immediately
- A committee, which included council members, has recommended a COSTARS-approved vendor who can provide the necessary services
- The City's Chief of Staff requested that City Council vote to contract with this vendor

End